GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:411
ANSWERED ON:02.12.2004
SHORTAGE OF RESERVATION STAFF
Shiwankar Shri Maha Deo Rao

Will the Minister of RAILWAYS be pleased to state:

(a) whether the number of employees at the Railway Reservation Centres have been reduced;

(b) if so, the reasons therefor;

(c) whether the Government provides additional number of counters in the country during festival seasons;

(d) if so, whether there is a long queues at Reservation counter due to shortage of staff; and

(e) if so, the steps taken by the Government to control long queues at the Railway Reservation Counters ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) : No, Sir.

(b) : Does Not Arise.

(c) to (e) : To clear the additional rush and to avoid long queues at the reservation centers during the rush periods including festival seasons, additional counters are opened. Besides, the facility of booking through mobile phones and internet has also been started to reduce the rush at reservation centers. Moreover, Passenger Reservation Systems (PRS) centers have been opened at 226 locations since April, 2003.